



Project-based Voucher Program Manual

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1. Introduction

Welcome to Seattle Housing Authority's (SHA) Project-based Voucher (PBV) Program. SHA has one of the largest PBV programs in the country and serves over 4,000 households in the City of Seattle. SHA's PBV program helps support the agency's larger mission of enhancing the Seattle community by creating and sustaining decent, safe and affordable living environments that foster stability and increase self-sufficiency for people with low incomes.

Owners who participate are a vital component to this program. This manual is to help guide Owners through SHA's PBV program's processes, paperwork, workflow and policies. If you have a situation or question that is not covered in this manual, please don't hesitate to contact SHA staff for clarification. Contact information for the Project-based Voucher Program can be found on the SHA website under the [Landlords – Project-based program](#) section.

In this manual, SHA will detail what is needed for the different processes. SHA also offers monthly trainings for Owners and their staff, so if you have new employees, you can give them this manual as well as send them to one of the trainings. The Project-based Voucher Occupancy Manager will regularly send out emails to invite you to participate in these trainings.

A. Type of Assistance

One of the first questions you may have is, "What are the differences between the Tenant-Based Voucher program and the Project-based Voucher program?" The two programs operate similarly in several areas but there are some significant differences.

The biggest distinction is that the subsidy in the Project-based program is contractually tied to the individual unit in the building and not to the tenant. In the Project-based Program, the subsidy stays with the unit, so if a participant wishes to move to another unit or building, they would not be able to take the subsidy with them.

In the Tenant-Based Program, a participant may use their voucher at a unit of their choice and move from unit to unit with continued subsidy when their lease is expired.

B. Working with Program Participants

In the Project-based program, SHA relies on Owners to work with the program participants to complete the application and subsequent paperwork, and assist the participant, as needed, with preparing required paperwork and collecting completed documents. The Owner's role includes reporting changes on behalf of the family, confirming accurate completion of paperwork, obtaining third-party verifications,

submitting documentation to SHA and assisting with additional requests for documentation or clarifications.

2. Common Terms

There are several common terms that you should familiarize yourself with. These terms will be referred to throughout the manual and they're good to know when communicating with SHA.

- **Abatement of Rent:** Ceasing the Housing Assistance Payment (HAP) if an Owner has failed to make the necessary repairs for a unit that does not meet National Standards for the Physical Inspection of Real Estate ([NSPIRE](#)).
- **Area Median Income (AMI):** The midpoint of a specific area's income distribution which is used to determine household income limits for the purposes of establishing program eligibility.
- **Contract Rent:** Total rent due to the Owner which includes both the tenant portion and the SHA subsidy. The total contract rent charged by the Owner must never exceed the amounts authorized by SHA.
- **Exhibit A:** An element of the HAP Contract. The Exhibit A is the document that shows the list of units on the contract, as well as the Contract Rent, Utility Estimate, and Gross Rent for each unit on the contract. Other information found on this document includes minimum rent and utility responsibility information. This document is updated each time there is a change to the units, unit rental amounts, or utility estimates for any of the units on contract.
- **HAP Contract:** Contract between SHA and the Owner which sets the terms under which HAP will be paid.
- **Housing Assistance Payment (HAP):** The portion of the contract rent payable to the Owner by SHA; contract rent minus tenant rent to owner.
- **[NSPIRE](#) (National Standards for the Physical Inspection of Real Estate):** The HUD minimum quality standards for dwelling units occupied by the tenant. This is the standard used by our inspectors during physical inspections.
- **HUD 50058:** Document transmitted to HUD containing the household's certification information including composition, income, rent and HAP portions. SHA will provide a copy of the 50058 to the Owner for each certification processed.
- **Occupancy Standards:** The range of household sizes that any given voucher size can accommodate. See Minimum and Maximum Occupancy Requirements for Project-Based Properties in Chapter 17 of the [HCV Administrative Plan](#).

- **Operating Cost Adjustment Factor (OCAF):** A percentage published annually by the U.S. Department of Housing and Urban Development (HUD) that is used to adjust rents. This number is used to adjust Contract Rents annually.
- **Participant (Tenant):** The person(s) approved by SHA to reside in a contracted unit with assistance under the program rules.
- **Lease Amendment:** A written notification that informs the tenant and Owner of HAP, Tenant Rent to Owner, Total Rent to Owner (Contract Rent), and Utility Assistance Payment (if applicable).
- **Tenant Rent to Owner:** The portion of the rent due to the Owner directly from the participant
- **Total Tenant Payment (TTP):** The amount the tenant pays toward rent and utilities (if applicable) that is equal to 30% of the participant's adjusted monthly income. This number is used in determining the tenant rent to owner.
- **Unit Transfer:** If a household moves from one unit to another within the same building, and on the same HAP contract, it is considered a "Unit Transfer" and Owner shall use the Unit Transfer Forms Packet found on SHA's website seattlehousing.org under [Project-Based Forms and Documents](#).
- **Utility Assistance Payment (UAP):** Utility Reimbursement payment to tenant. In cases where a participant is at zero income and there is a utility estimate attached to the unit, SHA will send a UAP to the participant each month.
- **Utility Estimate:** Pre-determined estimate of utilities for the unit that the participant will have to pay—this is listed on the Exhibit A of your HAP contract.

3. Basic Workflow

For nearly all the processes described in the sections below, there is a basic workflow to follow. All processes start with an action between the participant household and the Owner. This could be the household coming to the top of the Owner-maintained waitlist, or perhaps the household is reporting a change in their income or composition.

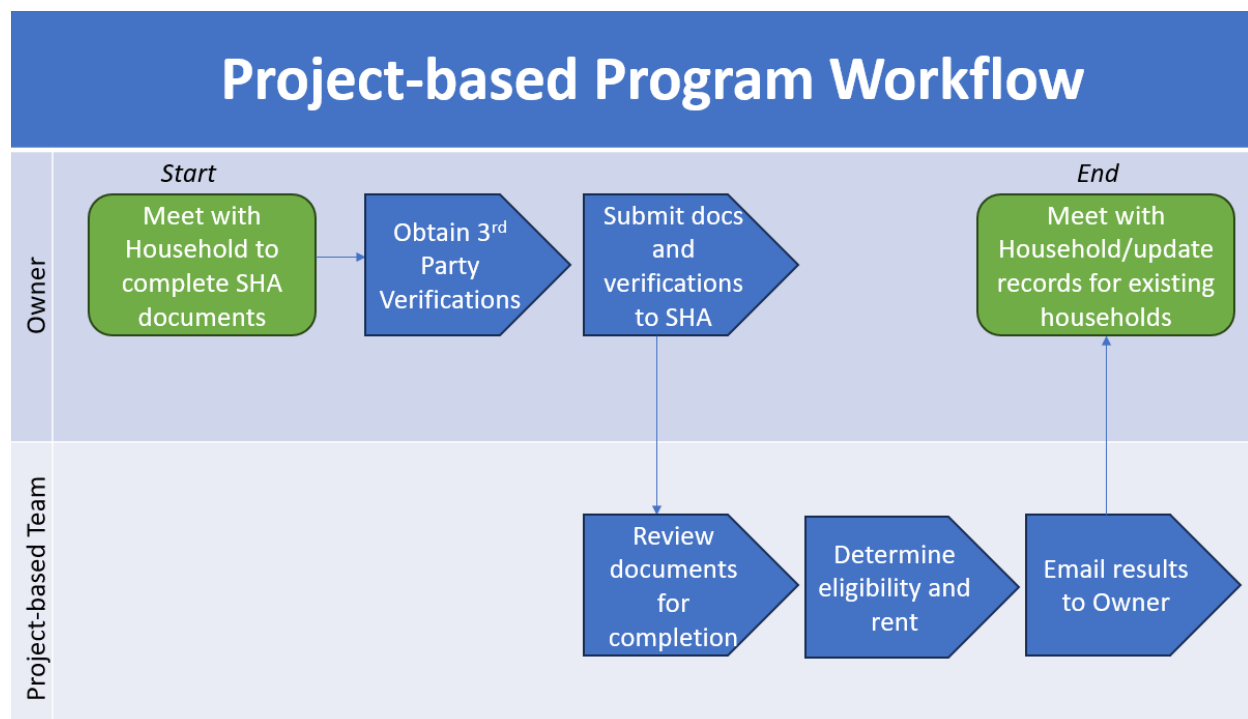
The first step is to identify the situation and the appropriate form/packet. You must use the most up to date version of a packet to submit paperwork to SHA or corrections may be required.

Once the household and Owner have completed the appropriate SHA form(s) and gathered the proper documents, the Owner will verify the information and then submit

the packet and information to SHA. Once received, SHA will review the packet to determine if it is complete. If the packet is complete, SHA will process it.

If SHA receives a packet that is missing required documentation, or the forms are incomplete, it will delay the process because SHA will return the packet to the Owner. If SHA returns the packet to the owner, SHA will notify the Owner of what is needed to complete the packet. The date the packet is complete is the date SHA considers it submitted for processing. It is very important to only submit completed packets to SHA. Unnecessary delays could impact the subsidy paid if the Owner caused the undue delay.

The basic flow is as follows:



4. Tenant Selection Plans & Waitlists

Owners are required to maintain a tenant selection plan for Project-Based units. The tenant selection plan must specify whether a waitlist will be maintained or if units will be filled through referrals. If a waitlist is maintained, waitlist information will periodically be requested by SHA. These selection plans must adhere to the Fair Housing guidelines along with any applicable local city codes when selecting a household for a vacant Project-based unit.

If a project intends, or is required, to use specific agencies as a source of referrals that target a specific population, the Owner must provide notice to SHA.

Some programs must fill vacancies through the [King County Coordinated Entry \(CE\)](#) system. If a project intends, or is required, to use CE, the Owner must provide notice that the project has enrolled with CE.

Exceptions to the tenant selection plan and waitlist may include, but are not limited to, moving a qualified household to another unit at the property (unit transfer) or if a Domestic Violence situation requires this action.

5. Application

Before a building partner can begin to receive HAP for their applicant household, an application packet must be submitted and approved by SHA.

A. Understanding Eligibility

Before beginning the application process, it is vital that the Owner understands how to determine whether a household is eligible to participate and live in a Project-based subsidized unit.

Four main factors include:

1. At least one household member is an Eligible U.S. Citizen or is an Eligible Non-Citizen¹
2. The household's income must be appropriate for the project/contract. For most contracts an applicant household must be under 30% of the area median income (AMI) as established annually by HUD. Sound Families and Veterans Administration Supportive Housing (VASH) contracts allow eligibility up to 50% AMI or 80% AMI respectively.
3. Acceptable criminal background. A criminal background check will be completed for all adult household members. The Project-Based program can

¹ Only those members who are U.S. Citizens or eligible immigrants may receive benefits from the Housing Choice Voucher Program. Eligible immigrants are persons who are in one of the immigrant categories set forth in 42 U.S.C. Section 1436(a).

accept applicants with most criminal histories other than those that are detailed in Chapter 5 of the [HCV Administrative Plan](#).

4. Families may not be accepted if they owe SHA or any other housing authority money². If they have left an SHA program in the last five years, they must have left in good standing.

B. Application Packet

When submitting an application packet for a household's occupancy in a Project-based unit, be sure to review it for all necessary information before submitting a completed packet to SHA. Missing information or incomplete forms will result in the packet being returned to the Owner to complete. SHA will not consider a packet submitted until the packet is complete. This includes a signature and date on any forms requiring these elements.

We make every effort to approve completed applications within 5 business days.

The application packet is found on the SHA website seattlehousing.org under [Project-based forms and documents](#) and includes the following forms:

Application Forms Packet Checklist – This checklist needs to be completed and submitted with each application packet. The portion on the top should include the applicant's name, building name and proposed unit. The checklist also details all the items that needed to be provided to SHA for the application to be considered complete.

Personal Declaration for Eligibility and Certification – The Personal Declaration must be filled out completely and signed by all adult members of the household. No sections should be blank; either add in N/A or 0.

General Release of Information – This form is a release that gives SHA permission to verify various income sources and other eligibility factors for the persons named on the form. Each applicant 18 and older must sign and date this form. Packets that do not have a completed form **signed and dated** by each adult household member will be rejected by SHA as incomplete.

Declaration of Citizenship or Immigration Status – This form is used to list and verify each household member's citizenship or immigration status. The first page must be filled out by all adults in the household. The second page requires information for minors in the household and must be completed before the packet is forwarded to SHA. Please note any household members who identify as non-citizen with a subsidy-eligible immigration status must include copies of further verification as listed on the form. All household members, even those who do not claim eligible immigration

² Payment plans may be available.

status, such as persons here on student or tourist visas must be lawfully in the U.S. to be part of any HUD funded household and should certify the same. Along with immigration documentation, eligible household members must have and be able to verify a social security number.

Eligible Immigration Status Verification Consent Form (if applicable)– This consent form gives SHA permission to verify a potential household member's immigration status with the Department of Homeland Security. Each adult who identified as non-citizens must complete this form. Potential household members who are lawfully in the United States without eligible status may still qualify to live in the unit (by paying a percentage of the total rent to landlord).

Debts Owed to Public Housing Agencies and Terminations – This form alerts the applicants that if they are terminated from the program for cause or leave owing SHA money that it will be reported to HUD which may keep them from being eligible for other HUD housing programs. Each applicant, aged 18 and older, is required to complete and sign the form. Packets that do not have one completed form for each adult household member will be rejected by SHA as incomplete.

Household Education Demographics – This form asks for information about the highest level of education of each adult member of the household. It also asks for information on where the applicant is residing at the time of application. This information is used to collect additional demographics on applicants.

Professional Certification of Disability (if applicable) – This form is voluntary. If completed, the form notifies SHA that a household member claims a disability and may be eligible for further rent relief. The information on the form must be verified through the Professional Certification of Disability that is completed by an individual licensed by the State of Washington in a discipline qualified to determine the existence of a disability or handicap. Please see the form for more information.

Copy of Original ID, SSN, and/or Immigration Documentation –This form is the Owner's verification that the Owner has seen original documents and that copies of the applicant household member's original documents were made by Owner. HUD requires that all applicants supply a valid photo ID³, Social Security Card⁴ and if applicable, Immigration Documentation.

³ This is most commonly a state-issued ID such as a Washington State Driver's License. However, in some cases other photo ID from other entities may be acceptable. Contact SHA staff if you have questions.

⁴ Social Security card is the preferred method to verify SSN, however, there are other documents that can be used to verify SSN.

In addition to the completed forms above, the housing provider must provide the following documentation:

- Income verification for all household members (third party verifications)
- Verification of Assets if total is \$50,000 or more
- Verification of any out-of-pocket childcare expenses, if claimed on the Personal Declaration
- Medical Expense Declaration, if applicable
- Verification of student status for adult students

C. Third Party Verifications

Along with the application forms, the Owner must also provide third party verifications for the household's income sources at application. All income sources including Social Security amounts, wages, child support, pensions, gifts, and any other income from any source must be reported and verified by Owner with verification included in the packet.

D. Criminal Background Check

Each adult household member (age 18 and over) will be subject to a criminal background check. SHA will run a criminal background check upon receipt of a complete application packet. SHA does not review credit or make a determination of rent-worthiness but can deny assistance based on certain elements of the criminal background.

Any applicant who has been convicted of the manufacture or production of methamphetamine on the premises of federally assisted housing will not be approved for subsidy. Further, any applicant who is a registered sex-offender subject to a lifetime registration requirement will not be approved⁵.

E. Submission and Timelines

Owner is required to review and verify all forms and other necessary information is included in the packet before submittal to SHA's Project-based voucher department. The preferred method of application submission is via pdf emailed to ProjectBasedApplications@SeattleHousing.org. Do not email application packets directly to individual SHA staff. If you are unable to email the packets, it can be faxed to SHA at 206-239-1770.

⁵ Owners may allow admission to convicted sex offenders who are Class B and Class C Felons subject to time-limited registration requirements, who do not, in the opinion of the Owner of the subsidized units, constitute a threat to other residents, the surrounding community, or to the public at large.(Board Resolution 4771, 3/21/05).

SHA attempts to review and approve (or deny) **complete applications** within five (5) business days of receipt. If there are missing forms or the submitted forms are incomplete, SHA will, at SHA's sole option, return the packet to Owner or notify the Owner via email, what needs to be done to correct the application.

Missing or incomplete forms will slow down the processing and the approval of an application, so it is prudent for the Owner to double check the packet before submission.

Once the application has been approved the Owner will receive an approval email from SHA along with an Application Rent Worksheet and a partially prefilled New Move-in Packet that details the household's income calculation and indicates the household's portion of the rent.

In the event that SHA denies an application, the Owner will be copied on a letter sent to the applicant. The letter will state that the application for participation in the Project-based program has been denied and will detail the reason(s) for the denial. Households have ten (10) business days to either ask for an informal review if they feel the denial was done in error or provide additional information to SHA in an attempt to overturn the denial.

If an appeal for an informal review is received by SHA in the timeframe detailed above, a review will be scheduled within ten (10) business days. The review may be conducted by a supervisory level staff person who was not involved in the decision under review, and who is not subordinate to the person who made the decision.

The applicant will be given the opportunity to present oral or written objections to the decision. Both SHA and the applicant may present evidence and witnesses. The applicant may, at the applicant's own expense, be represented by an attorney or other representative.

6. New Move-in

Once an application has been approved and the unit is deemed to meet SHA's Housing Quality Standards (NSPIRE) the Owner may begin the move-in process. SHA cannot provide subsidy to Owner for any days the applicant resided in a unit prior to the approval of the application.

When the Owner receives an approval email from SHA, they should meet with the household to complete the SHA move-in forms detailed below, using the partially prefilled New Move-In packet that was sent with the application approval. This is a good time to make sure the adult members of the household understand that they are participating in

the Project-based program. The Owner should make it clear to participant households that participation in the Project-based program is different than the Tenant-based program and that they do not have a voucher they can utilize to move in the future.

The Owner must review the household's income and approved household members (as shown on the Application Rent Worksheet) at the time of move in to ensure that no changes to income sources/amounts or household members have occurred since the application was approved. If there have been changes, they must be reported along with the proper verifications, with the move-in packet.

New Move-In packets are to be submitted by the Owner to SHA within 10 days of the household's move-in date. If SHA does not have a completed new move-in packet from the Owner for an approved application within 60 days the application will be canceled, and no HAP will be paid. An extension may be granted.

A. New Move-in Packet

The move-in packet should be emailed to ProjectBasedApplications@seattlehousing.org. Or, if you are unable to email the packet, it can be faxed to 206-239-1770. All forms for the New Move-In process are located on SHA's website seattlehousing.org under [Project-based forms and documents](#) and includes the following forms:

New Move-In Forms Packet Checklist: This checklist needs to be completed and submitted with each Move-in packet. The checklist details all the items that needed to be provided to SHA for the packet to be considered complete. The portion on the top should include the applicant's name, building name and unit. If the unit had not been identified at the time of the application or the unit number has been changed since approval of the application, staff will check to be sure the unit is on the contract and has passed and inspection.

Statement of Family Responsibility: This is a two-page form that details the rules and requirements of the participant household. **The owner is responsible for briefing the participant on the family's obligations to remain in compliance with the project-based voucher program.** On the first page, all household members should be listed in the first section and the full mailing address of the unit should be listed on the second section in the prefilled New Move-In packet that was sent with the application approval. The second page has a signature plate that both a building representative and the Head of Household will sign and date. Leave the spot for SHA Staff blank.

Inspection Self-Certification: This form, completed by Owner, certifies that the unit has been inspected by SHA in the past 24 months **and** currently meets NSPIRE

standards. If a unit has not passed inspection in the past 24 months alert SHA staff so an inspection can be scheduled.

Tenancy Addendum: This is a HUD required form that is an addendum to the lease between the Owner, or designee, and the household. This form must be included with the move-in packet. The prefilled New Move-In packet sent with application approval should have sections 2, 3, 4, 6, 7, 8, and 9 of this document already completed. The owner is responsible for reviewing the prefilled sections to ensure accuracy. The Owner and the tenant must then complete the signature section.

Reporting Obligations Form: This form has two places for the Head of Household to sign. The first section acknowledges the household's reporting requirements (reporting all income and family composition changes within 10 business days). The second acknowledges that illegal drug activity in a subsidized unit will result in the termination of assistance.

Lead-based Paint Disclosure: This form is only required for buildings that were built prior to 1978. It details what steps the Owner must abide by in cases of lead-based paint.

B. Lease

As part of the New Move-In packet, the Owner must provide a signed copy of the lease for the unit. In addition, the following conditions must be met:

- The lease must contain the full unit address.
- **The start date may not be prior to the application approval date.**
- SHA requires the first term of the lease to be 12-months.
- The rent listed on the lease must be the full contract rent for the unit, not the tenant rent portion.
- The lease should detail what utilities, if any, the tenant is responsible for along with any security deposit that they have paid.
- The Head of Household must sign the lease along with a building representative.

C. Timelines

Once a New Move-In packet is received by SHA, it will be reviewed for completeness. If any necessary information is missing or incomplete, SHA will send an email requesting corrections within 7 business days.

SHA completes the processing of New Move-Ins and processes HAP payments to the Owner within 30 days of receipt. SHA will send a copy of the HUD 50058 form to the Owner. This form details all the income amounts counted, the household members and how the rent calculation was determined. An SHA 581 Lease Amendment form will also

be sent to the Owner and the participant household. This form specifies the rent amounts each entity is to pay monthly. If the participant moved in during the middle of a month the 581 will also detail the prorated amounts to be paid.

7. Annual Reviews and Annual Updates

HUD requires participants in the Project-Based Program to have their income and household composition recertified at least once annually. These re-certifications, which are more commonly referred to as 'Annual Reviews', will be effective on the anniversary of the household's original move in month. For example, a household that moved into their Project-Based unit on January 15th, 2024 will have their next annual review effective on January 1st, 2025.

As with other processes, **SHA requires the Owner to assist participant households** in getting the annual review packet completed and submitted to SHA along with proper third-party verifications.

A. Annual Review Packet

Although Annual Review packets are mailed to tenants, packets are also available on SHA's website seattlehousing.org under [Project-based forms and documents](#) and includes the following forms:

Annual Review Forms Checklist: This checklist needs to be completed and submitted with each annual review. The portion on the top should include the applicant's name, building name and unit. The checklist also details all the items that needed to be provided to SHA for the packet to be considered complete.

Personal Declaration for Eligibility and Certification: This is the same form that is used at application. Just as then, ensure that all the boxes and questions have been completed. The Owner should review the household composition and income that is reported to compare with what had been previously reported to see if there are any changes that would require further follow up.

General Release of Information: This form should be signed by all adults living in the household (including any minors who have turned 18). It gives SHA permission to verify information provided by the household.

Verifications: The annual review packet must also contain all applicable third-party verifications for all the household's income sources. **The verifications must be current, within 60 days of submission.**

B. Triennial Reviews (Annual Updates)

While most families in the Project-based program must go through the annual review process described above, there are some families who will not. These families are on a triennial schedule and will be identified to the Owner when the household is so designated.

Households are assigned to the triennial schedule when all adults in the subsidized household are elderly or disabled. The lone exception is where the household is zero income. These zero-income households go through the normal annual review process.

Triennial households will only go through the full annual review process every third year. In the years between the household's full annual review, SHA will conduct an 'Annual Update'. This update will include any Cost of Living Adjustment (COLA) increases to fixed income sources such as SSI but will not require the household to submit a packet. SHA will send an SHA 581 Lease Amendment along with the Resident Worksheet indicating the household composition, income sources and amounts and any deductions the household qualifies for once the update is completed. The Owner will also receive this information, along with the HUD 50058.

Households on the triennial schedule are still required to report any changes in their income or household composition with ten (10) business days of the change occurring.

C. Timelines

To ensure all the paperwork is completed with enough time to provide 30-days' notice to both the household and the Owners of any changes in the rent, SHA begins the annual review process 100-120 days in advance of the effective date. At that time SHA sends an annual review packet to the household to complete and turn in to the Owner. SHA also sends the Owner a copy of the letter that accompanies the packet and indicates a due date by which the materials must be submitted to SHA. **Owners must work with households to ensure packets are received by the Owner with sufficient time for the Owner to verify the information before forwarding the completed packet to SHA.**

Once the packet has been delivered to the Owner, the proper third-party verifications should be retrieved and submitted to SHA by the due date listed—usually the first of the month.

If the packet is not turned in by the due date, SHA will send a letter to the household, with a copy to the Owner, informing them that a packet was not received. The letter

will give the household 10 business days to complete the packet. If the packet is not received in that time, a notice of termination will be mailed to the household.

The same process will occur for packets that are turned in with missing or incomplete information. SHA sends the household and Owner a 'missing information letter' detailing what corrections are needed to the packet. Failure on the household's part to provide these documents within the timeline given will result in a notice of termination being sent.

Completed packets will be processed in a timely fashion that will allow for 30-days' notice of the household's new rent amounts. An SHA 581 Lease Amendment indicating the new rent amounts and effective date will be sent to the household. A copy of the amendment along with the 50058 will also be emailed to the Owner.

8. Interim Reviews

An "Interim Review" (previously "Special Review") is a recertification that is processed between annual reexaminations, whenever the household has a change of circumstances. The majority of interim recertifications are due to changes in household composition and/or income.

Interim changes can include, but are not limited to:

- New income sources or increased income.
- Loss of income or decreased income.
- Changes to cash assistance benefits (e.g. ABD, SSI, Unemployment).
- Request to add new household members.
- Addition of newborns to the household.
- Removal of household members.
- Head of Household transfer changes; and
- any other changes related to income or household circumstances.

While not all changes will result in an interim recertification being processed, all income and household-related changes should be reported to SHA regardless.

A. Reporting Requirements

All changes to household income or composition must be reported within ten (10) business days of the change occurring. SHA must receive the change in writing no later than 5:00pm on the 10th business day from the date of the change.

The household first needs to report changes to the Owner. The Owner must report the changes to SHA using the appropriate forms packet, which can be found at

SHA's website seattlehousing.org under [Project-based forms and documents](#). The completed packet is to be sent to a centralized interim review email address at ProjectBasedSpecials@seattlehousing.org.

Failure to report a change in writing within the specified timeframe, and/or failure to supply additional information requested because of the change, may result in adverse actions such as repayment agreements and/or the termination of the family's participation in the PBV program.

B. Selecting the Appropriate Packet

When reporting changes, please confirm that all fields on each form are correct with the appropriate signatures, dates, and information. Review what verification might be necessary. Without third-party verifications included on the initial packet submission, this can result in extended processing timelines and/or the cancellation of the review.

| Packet | Use For | Description |
|--|---|--|
| Packet A: Income and Other Changes | <ul style="list-style-type: none"> Income Increases Income Decreases Removal of household member Update expenses Update deductions Addition of household member (combined with Packet B). | This packet is used to report all changes with income and other household information, such as removing a household member or updating childcare expenses. |
| Packet B: Household Additions | <ul style="list-style-type: none"> Adding a household member Forms will depend on whether new member is an adult, minor, or newborn. | This packet is used ONLY for additions to the household, either adult or minors. See "Household Additions ('Packet B') for details. |
| Packet C: Head of Household Change | <ul style="list-style-type: none"> Transfer Head of Household status to another individual within the household. | This packet is used when changing the Head of Household. |

C. Gathering Supplemental Documentation

Supporting documentation helps verify the details of the change being reported. HUD regulations and SHA policies dictate what is acceptable and sufficient documentation, including a hierarchy of preferred verifications that must have documented attempts of being acquired before accepting limited documentation such as self-certifications.

See the below table for a brief overview of possible supporting documentation for common changes. Documentation is not limited to these examples; in case of unique circumstances, please reach out to the PBV team to discuss available options.

| Type of Change | Examples of Supporting Documentation... |
|--|---|
| Change of Employment – Starting a Job | <ul style="list-style-type: none"> ▪ Employment Verification form ▪ Letter signed by employer that includes rate of pay, expected hours, and any relevant details to income. |
| Change of Employment – Self-Employment | <ul style="list-style-type: none"> ▪ Self-Employment Certification form ▪ Profit/Loss Statement (if new within past year) ▪ Tax Return (if ongoing for more than a year) |
| Change of Employment – Ending a Job | <ul style="list-style-type: none"> ▪ Employer Verification form ▪ Letter signed by employer that includes last day worked. ▪ Third-party correspondence from employer stating employment is no longer active and last day worked. |
| Change in Pay/Hours – Previously reported Job | <ul style="list-style-type: none"> ▪ Must include numerical details about rate of pay and hours ▪ 60 days' total worth of paystubs ▪ Employer Verification form ▪ Letter signed by employer that includes rate of pay, hours, and any relevant details to the change (e.g. seasonal). |
| Other Changes in Income | Refer to “ <i>What to Submit – Interim Review for Project-based Program</i> ” for other income sources like Unemployment, Cash Assistance, Child Support, and more. |
| Student Status | <ul style="list-style-type: none"> ▪ Enrollment letter that includes number of credits enrolled, and if full-time or part-time status. ▪ Copy of Registration with number of credits enrolled. ▪ Financial Aid forms if includes full-time enrollment details. |
| Childcare Expenses | <ul style="list-style-type: none"> ▪ Documentation from DSHS dated within 60 days of the submission date, showing projected co-pays. ▪ If private company/individual, Childcare Provider Statement. |
| Change in Household – Remove a member | <ul style="list-style-type: none"> ▪ Head of Household's signature on Removal Form. ▪ No additional documentation is needed, unless the removal results in a change of Head of Household (if so, include Packet C). |
| Change in Household – Add a member (minor) | Include and complete Packet B. |
| Change in Household – Add a member (adult) | Include and complete Packet B. |
| Name Change | <ul style="list-style-type: none"> ▪ Social security card that shows new name. ▪ Court order document, if available. |

| | |
|-------------------------|--|
| Other Household Changes | Please reach out to a PBV Certification Specialist if a change is not supported by any of the Packets. |
|-------------------------|--|

D. Adding Household Members

If a household seeks to add a household member to the unit after lease-up, Owner may approve or reject the request based upon the Owner's occupancy criteria and SHA occupancy standards and approval from SHA. If adding a household member to the lease would violate the city or SHA occupancy standards for the number of household members in a specific sized unit, the Owner shall not approve the addition. See Minimum and Maximum Occupancy Requirements for Project-Based Properties in Chapter 17 of the [HCV Administrative Plan](#).

If approved by Owner, the person(s) seeking to be added to the lease must complete the Packet 'B' and have an acceptable criminal background check. As with all participants, the applicant must not have been terminated from any SHA program in the past 5 years and the applicant cannot owe SHA or any other Public Housing Authority money from previous program participation.

The Packet 'B' must be filled out completely, including the top portion in which the Owner indicates that the new addition has been approved to be added to the lease. The rest of the packet contains the same forms, documents and verifications that are required at application. Owner shall collect all forms, verify the information and then submit it to SHA for review.

Neither the household nor the Owner may allow the prospective household member to move in unless and until approved by SHA.

i. Adding minors

If a child is born to an existing household member, the household must report this to the Owner and provide to the Owner a copy of the birth certificate and, as soon as possible, the social security card. Both documents must be provided to SHA within 90 days of the birth of the child.

If the household seeks to add a minor to the household, other than a newborn, such addition must not violate Owner's or SHA's occupancy standards. If the addition is approved, the household must provide before move-in, verification that a household member has legal custody of the minor, along with copies of the minor's social security card and birth certificate with the special review packet. In cases of split custody, the household member with custody must be determined by the court as the "custodial parent" and the minor must reside in the household greater than 50% of the time.

E. Timelines

Depending on the type of change, and the Interim recertification's effective month, an interim review might not be processed. Regardless, SHA sends a letter to both the Owner and the household with an explanation of whether no Interim Review was needed, if the review was cancelled, or if a review was processed. If the effective date conflicts with an Annual Review, then in most cases, the changes will be incorporated with the Annual Recertification.

Whether the change is a decrease or an increase to the resident's rent, SHA provides the Owner and the household with an SHA 581 Lease Amendment detailing the effective date and rent amounts. The Owner is also provided a copy of the HUD 50058.

The effective date of an interim review depends on the type of change being reported. If a request for an interim review is due to a decrease in the household's income, the effective date of the new household share of the rent, if any change occurs, will be the first day of the following month. For example, a completed form packet with the required verifications submitted on June 5th would have the new rent amount go into effect on July 1st. If the household reports an increase in their income, SHA processes the review and provides the household with at least 30 days' notice of their rent increase. For example, if a completed packet is received by SHA for an increase on June 5th, the review will be processed with an effective date of August 1st.

The *processing time* of an interim review depends on several factors, such as whether the packet was submitted timely based on reporting requirements, if signatures or dates are missing, and if necessary third-party verifications were included. These can significantly impact an interim review's processing time. Generally, processing should not last longer than thirty (30) business days after the change is reported to SHA.

If the household fails to report a change within ten (10) business days of the change or fails to provide verification or signatures at the request of SHA staff, then it will be considered untimely reporting and could lead to potential non-compliance.

If the cause of the delay is due to the Owner (e.g. property management staff), then the Owner must report the reason along with submission of completed documents and verifications.

Owners credited for underpaid HAPs due to tenant decreases and back-dated effective dates, are responsible to credit or reimburse the family.

9. Move Outs

Within 10 days of the date when a household moves out of a Project-Based unit, the Owner must submit to SHA an SHA Project-Based Move-Out Notification form. Additionally, the Owner should submit any pertinent information regarding the move out/termination of tenant such as 20 day vacate notices, eviction notices, mutual termination agreements, abandonment notification, etc.

The Owner must indicate on the form the reason the household has moved and, if known, their forwarding address.

The form asks the Owner if it would like to keep the HAP for the move-out month. If a household moves out after the first of a month, the building has the option of keeping the HAP for the entire month or having SHA recoup the HAP for the days after the move out.

If no preference is noted on the form SHA will automatically prorate the HAP and recoup for the days after the household moved out.

10. Unit Transfers

If a household moves from one unit to another within the same building, and on the same HAP contract, it is considered a “Unit Transfer” and Owner shall use the Unit Transfer Forms Packet found with the other forms on SHA’s website seattlehousing.org under [Project-based forms and documents](#). The transfer packet is similar to the New Move-In packet.

If a household is moving from one building to another, or to a unit that is on a separate HAP contract, then **the Owner will need to complete a move out packet and have the household complete a new application.**

11. Vacancy Loss

HUD regulations allow for Owners with a Project-Based HAP contract to be reimbursed for some vacancy loss.

Owners are eligible to be reimbursed for 80-percent of the contract rent amount for the days remaining in the move out month, plus an additional 30 days as long

as Owner is making a good faith effort to fill the vacancy. If the Owner retains any deposit amounts to cover vacancy, this amount must be deducted from the vacancy loss claim.

If the Owner is planning to claim Vacancy Loss for the move-out month, the Owner must mark the move-out form as *returning* the HAP for the move-out month.

HAP ISSUES *

☐ Building will keep HAP for move-out month ☒ Building owes prorated HAP to SHA for move-out month

If left blank and/or if supporting documentation is not attached to this Move-Out Notification, SHA will automatically prorate the HAP for the move-out month. The building may be eligible to receive vacancy loss payments. Please contact the Housing Authority for more information.

* HUD regulations at 24 CFR 983.351 state that, except for discretionary vacancy payments in accordance with 983.352, the PHA may not make any housing assistance payment to the owner for any month after the month when the family moves out of the unit (even if household goods or property are left in the unit).

By signing below, I certify that the information provided on this form is consistent with HUD regulations.

If the Owner is only planning to claim Vacancy Loss for the month following the move-out month, the Owner may select to *keep* the HAP for the move-out month.

To submit a claim, the Owner completes the [Project-based Vacancy Loss Worksheet](#) found in on SHA's website seattlehousing.org under [Project-based forms and documents](#).

| | A | B | C | D | E | F | G | H | I | J | K |
|----|---|----------|-------------|-------------------|--------------|---------------|-------------------|------|-----------------|------------|---------------|
| 1 | Seattle Housing Authority Project-based Program | | | | | | | | | | |
| 2 | Vacancy Loss Claims | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 4 | Agency Name: | | | | | | | | | | |
| 5 | Date: | | | | | | | | | | |
| 6 | | | | | # of Days In | | | | | | |
| 7 | | | | Move out Date or | Move Out | | | Days | Deposit | | |
| 8 | Property Name | Unit No. | Tenant Name | Last day HAP paid | Month | Contract Rent | Last day eligible | Lost | amount retained | \$ per day | Vacancy Claim |
| 9 | | | | | - | - | | 0 | - | 0 | - |
| 10 | | | | | - | - | | 0 | - | 0 | - |

Vacancy loss claims must be submitted to SHA by the end of the quarter following the move out month. For example, if a household moves out in March and there is a claim, it must be submitted to SHA by June 30.

Upon receipt of a timely claim, SHA will review the claim and verify the information is accurate. Once completed, SHA will send an invoice back to the Owner noting any changes to the amounts and the justification for those changes. Payments will be processed and included in the normal monthly check runs and be labeled as vacancy loss payments.

12. Contract Rent Increases

Owners will receive an automatic rent increase for the Project-based units on the first of the month of the contract anniversary month in the amount of the HUD published Operating Cost Adjustment Factor (OCAF) for Washington State.

Ninety (90) days before each Project-Based housing provider's contract's anniversary date, the HCV Contract Coordinator will apply the current year's OCAF to the current contract rent amounts.

No later than sixty (60) days prior to the contract anniversary date the Owner will be notified of the increased rental amounts and provide an updated Exhibit A which details the rent amounts. Automatic OCAF adjusted rent increases will be effective on the contract's anniversary month, the first day of the month that the contract was first executed. SHA will complete any Annual or Interim reviews necessary to implement the updated contract rents, effective the date of the rent increase. Property management is responsible for rent increase notices to participants.

13. Contract Compliance

Pursuant to the HAP contract, SHA will conduct periodic contract monitoring site visits, including inspections and audits of tenant/participant files and accounts to ensure that the HAP contract is followed.

File audits ensure the Owner is enforcing mandatory HUD compliance through lease enforcement which includes, but is not limited to, the household paying their portion of the rents, addressing tenant and/or community complaints, etc., and where applicable, to ensure that the Owner has notified SHA regarding lease non-compliance. In the event of lease enforcement, SHA may also verify that Owner has provided the household with a notice that meets the requirements of the HUD funded program.

If an inconsistency is found, the Owner will be considered non-compliant and therefore subject to contract non-compliance action.

SHA has identified performance benchmarks that will be measured and reported on. These include but are not limited to the following:

A. Management Plan

Each Project-Based partner is required to maintain an up-to-date management plan which, in consideration of short- and long-term strategies, illustrates the goals of the organization, associated resources, operational timelines, and a quality management strategy.

The management plan should follow property management industry standards and at minimum include, but is not limited to, the following:

- Conflict of Interest;
- Staffing;
- Leasing and Occupancy;
- Rent Collection;
- Lease Enforcement;
- Property Maintenance/Work Orders/inspections;
- Tenant Selection and Orientation;
- Staff Training Plan

Failure to formulate and maintain a management plan is considered non-compliance, and therefore subject to contract non-compliance penalty.

B. Tenant Selection Plan & Waitlist Management

According to the HAP contract, partners will keep their own waitlists with a plan of how tenants will be selected for housing. SHA will monitor this to ensure that there is an established and up to date tenant selection plan that meets fair housing and local regulations. SHA understands that in some cases partners choose to serve a particular demographic population. Any special preferences are required to be stipulated in the tenant selection plan.

Failure to formulate and maintain a tenant selection plan is considered non-compliance and therefore subject to contract non-compliance penalty.

C. Utilization

SHA has set the minimum acceptable occupancy/utilization rate for the Project-based program at 95%. It is important that the partners ensure accurate reporting and that approved participants/tenants are in the occupied units as reported to SHA.

In addition to project utilization rates, individual units vacant for 120 days or longer are considered non-compliant.

Owners that do not meet these requirements and do not have a documented reason for being outside contract compliance may be subject to contract non-compliance actions.

D. Inspections: NSPIRE/Unit & Property Maintenance

Each unit for which the Owner is receiving HAP must meet NSPIRE requirements and be in good and livable condition. The Owner is required to provide maintenance services and maintain the contract units and premises to provide safe, decent, and sanitary housing. Failure to keep units in accordance with these standards makes a unit ineligible for HAP. If a unit is not meeting standards, HAP for the unit will be abated. SHA will communicate with you about how to get units into passing status. Landlords are responsible for lease enforcement when tenants cause damages.

To monitor and ensure the contracted units meet NSPIRE, SHA will inspect units on a biennial schedule.

In addition to regular biennial inspections, SHA may select a sample of units and perform a Quality Control audit over the course of each calendar year. Contract units are also subject to Contract Monitoring Inspections at SHA's discretion.

SHA may inspect the contract units and premises anytime deemed necessary to assure NSPIRE compliance and that the Owner is providing maintenance, utilities, and other unit maintenance services in accordance with the Lease and HAP contract.

i. Abatement

If an owner fails to correct HQS deficiencies by the time specified by the PHA, HUD requires the PHA to abate housing assistance payments no later than the first of the month following the specified correction period (including any approved extension). No retroactive payments will be made to the owner for the period of time the rent was abated.

Owner rents are not abated as a result of HQS failures that are the family's responsibility. During any abatement period the family continues to be responsible for its share of the rent. The owner must not seek payment from the family for abated amounts and may not use the abatement as cause for eviction.

The effective date of an abatement is the first of the month following thirty (30) days notification. The abatement period is 30 days unless approved by SHA management. If the owner does not make the corrections by the end of the abatement period SHA will remove the unit from the HAP contract. From that point, the Owner will have 30 days to correct deficiencies, or select a new unit and have it inspected and approved. If deficiencies are not corrected, or a new unit is not identified, the voucher will be permanently removed from the HAP contract and the participant will be required to move.

If an owner has a history or practice of non-compliance with their obligations, SHA may impose consequences, up to and including terminating the owner's participation in the program

E. Rent Collection

To determine consistency in this area, SHA will review the following items to ensure that they reconcile – pertaining to rent charges and collection.

- Rent Charges and Adjustments
- Notices of Non-Payment of Rent

Where inconsistencies are determined – for example, unsupported rent adjustments, rent charges that do not reconcile with SHA records, etc. – the Owner will be considered non-compliant and therefore subject to contract non-compliance actions.

F. Lease Enforcement

The Owner may only terminate a tenancy in accordance with the lease, HUD requirements, and state and local landlord-tenant laws, as applicable and as amended. According to the HAP contract, the Owner must include specific notice in any termination notice that the tenant has the right to an informal hearing and provide a copy of notice of lease violation or eviction notice served to the tenant when requested by SHA. See Appendix A for more information on the informal hearing.

G. Resident File Management

Records and information management is an organizational function devoted to the management of information in an organization throughout its life cycle, from the time of creation or inscription, through to its eventual disposition. This includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records. The purpose of records management is part of an organization's broader function of Governance, Risk Management, and Compliance and is primarily concerned with managing the evidence of an organization's activities as well as the reduction or mitigation of risk associated with it.

In light of the importance of the fact that records preserve aspects of institutional memory, SHA has high standards for resident/participant file documentation and organization. These standards include complete, accurate, and thorough documentation of financials and tenant files, organized in recognizable order, preferably based on type of document and date. In addition, participant information is required to be kept in a manner that ensures privacy and

confidentiality. Moreover, Owner must adhere to HUD standards of file retention, requiring that at least seven (7) years of the participant/resident records are kept for access when needed. These expectations cover records kept in any format, to include electronic records- specifically to include standards for the preservation, long-term storage and access to permanent electronic records.

To monitor this benchmark, SHA may conduct file audits to ensure privacy/confidentiality and that resident records are kept orderly (and files are purged where needed).

14. Helpful Resources

Below are links to resources that may be helpful in administering the Project-based Program.

- [Project-based forms and documents](#)
- [Housing Choice Voucher Program Administrative Plan](#)
- [Seattle Housing Authority— Moving to Work Plans and Reports](#)
- [24 CFR 982 – Section 8 Tenant-Based Assistance: Housing Choice Voucher Program](#)
- [24 CFR 983 – Project-Based Voucher \(PBV\) Program](#)

APPENDIX A – INFORMAL HEARINGS

A household is entitled to an informal hearing in a variety of different situations related to their housing and voucher rights through SHA. More complete information on informal hearings can be found the [Seattle Housing Authority Housing Choice Voucher Program Administrative Plan](#) in Chapter 16, Program Administration, Part III.